

# Refund and Remedies Policy

**Perentie Asset Services Pty Ltd** known as Perentie Apps provides a large range of products and services to the general public and companies to assist in business processes and everyday general and administrative tasks.

This policy is specifically applied to the Perentie Apps product range of Contractor, Learning, Asset and Safety Management Systems and any other systems under the Perentie Apps product range.

Perentie Asset Services Pty Ltd will always endeavour to provide high quality products and services.

We offer a 30 day free trial for you to understand and review the products, if you decide to purchase a licence after the trial period you will be signing up for a month to month licence subscription.

You can cancel your subscription at any time via your system admin login and the cancelation will come into effect at the end of the billing period, you will not be billed again. Please note this policy relates to Perentie Apps and not Perentie Pro products, please refer to your specific Perentie Pro agreement with Perentie Asset Services Pty Ltd.

If at any time you are not happy with the performance of the product and you seek a refund for the monthly period, please contact our staff at [admin@perentieapps.com](mailto:admin@perentieapps.com) or lodge a ticket via your admin panel.

Perentie Asset Services Pty Ltd appreciates feedback to ensure our customers are happy and our products are functioning correctly. We believe that we can rectify most issues if we are made aware of a problem.

If you have questions or concerns regarding this policy, please contact Perentie Asset Services Pty Ltd on + 61 7 3184 8118.

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Chris Tickner  
Operations Director

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Director

**Perentie Asset Services Pty Ltd**  
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